



Department for Children and Families
Office of Child Support
103 South Main Street
Waterbury, VT 05671-1901

Agency of Human Services

[website] www.ocs.state.vt.us

January 30, 2007

8305

Recipient Name
Recipient Address
Recipient Address

Re: Information about your name, Social Security Number, and bank or credit union account

We are writing to let you know that a State of Vermont computer containing information about you was compromised. While we cannot confirm that anyone has obtained your personal information, after conducting both an internal and external forensic analysis, we have no reason to believe that the information on the compromised computer was actually taken. We are advising you regarding the security breach so that you can take reasonable steps to safeguard your information to minimize any harm that may occur if your information has been wrongfully obtained.

The computer was compromised by an automated attack from unknown sources and was not targeted by an individual hacker. The computer was immediately removed from service. The computer housed information related to the Agency of Human Services' (AHS) Office of Child Support bank match application, including names, social security numbers, and bank or credit union account information for persons who were behind on child support payments. Federal and state law authorizes the examination of accounts in child support collection efforts and federal law requires banks and credit unions to cooperate in this activity.

As noted above, based on AHS and outside expert forensic examinations, there was no evidence to indicate that unauthorized users obtained any personal or financial information. As a precaution, we are providing suggestions regarding how to best protect yourself against any possible harm that might come from the misuse of any personal information. Be assured that we have contacted state and federal law enforcement and have taken action to prevent such an event from occurring in the future.

AHS has notified the banks and credit unions that had information on this computer. These banks and credit unions are committed to working with you to minimize any unauthorized use of your personal information. You may also want to contact your institution:

Bank Name, 800 xxx-xxxx.

As a precaution, we have listed below some suggestions of how you can best protect yourself in this situation. It is important that you review your account statements over the next twelve to twenty-four months and immediately report any suspicious activity to your bank or credit union. We recommend that you monitor credit reports with the major credit reporting agencies. Those agencies and their contact information follow:

Equifax
1-800-685-1111
P.O. Box 740241
Atlanta, GA 30374-0241
www.equifax.com

Experian
1-888-397-3742
P.O. Box 2104
Allen, TX 75013
<http://qspace.iplace.com>

TransUnion
1-800-916-8800
P.O. Box 1000
Chester, PA 19022
www.transunion.com

More information about credit monitoring is enclosed. If you choose to use the credit monitoring service described in the enclosed instructions, please use this **Promotion Code: xxxxxxxx** as explained on the attached form.

Pursuant to Vermont law, you are entitled to a free copy of your credit report from those agencies every twelve months. You may wish to place a fraud alert on your credit reports and you may request, via certified letter to the credit reporting agencies, that a "security freeze" be placed on your credit report. A security freeze would prevent release of information about your report without your express authorization. That would give rise to some minor inconvenience and perhaps delay should you wish to obtain credit, but would provide extra protection against someone obtaining credit in your name without your knowledge. Please know there are costs associated with imposing and lifting a "security freeze." Helpful information about fighting identity theft is available on the Vermont Attorney General's website at <http://www.atg.state.vt.us>, where you may also find directions on how to get free credit reports. Another helpful source is the Federal Trade Commission website, which you may find at www.consumer.gov/idtheft.

The State has also set up a toll-free phone line, 1 888 832-1488, to call for further information and assistance.

Again, I apologize for any inconvenience this situation has caused you and reiterate our commitment to preventing such an event from occurring in the future.

Sincerely,

Cynthia D. LaWare

Cynthia D. LaWare
Secretary, Agency of Human Services